

AZRS 2009 FCC Complaint Report

6/1/08 to 5/31/09

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

Customer stated that several CAs are not spelling words correctly.

Customer Service apologized and stated the CAs will be counseled. CAs continue to be monitored frequently. Customer was satisfied.

***Inquire Date 9/17/2008
Record ID 11594
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 9/17/2008
Resolution 9/17/2008***

***Service Complaints--CA Hung
Up on Caller***

Customer stated CA hung up.

Supervisor apologized and forwarded call information to the technical department. The technical department was unable to discover the call. Customer was notified.

***Inquire Date 8/26/2008
Record ID 11540
Call Taken By Supervisor
CA Number 5439
Responded By Deborah
Response Date 8/26/2008
Resolution 8/26/2008***

***Service Complaints--CA Hung
Up on Caller***

Customer stated CA hung up on him.

Supervisor forwarded information to the technical department. The technical department discovered that the customer's line disconnected. Customer was notified.

***Inquire Date 4/20/2009
Record ID 12377
Call Taken By Supervisor
CA Number 5007
Responded By Tauna
Response Date 4/20/2009
Resolution 4/20/2009***

***Service Complaints--CA Hung
Up on Caller***

Customer stated CA hung up on him.

Supervisor forwarded the information to the technical department. The technical department discovered that the customer's line disconnected. Customer was notified.

***Inquire Date 4/24/2009
Record ID 12398
Call Taken By Supervisor
CA Number 1382
Responded By Deborah
Response Date 4/24/2009
Resolution 4/24/2009***

***Service Complaints--CA
Misdialed Number***

*Inquire Date 5/9/2009
Record ID 12493
Call Taken By Lead CA
CA Number 5004
Responded By Deborah
Response Date 5/9/2009
Resolution 5/9/2009*

Customer stated CA misdialed numbers and he was charged for long distance calls.

Lead CA apologized and forwarded the information to the technical department. A copy of the telephone bill was requested for possible reimbursement. CA was counseled. No further information has been received from customer.

***Service Complaints--Didn't
Follow Policy/Procedure***

*Inquire Date 11/23/2008
Record ID 11830
Call Taken By Lead CA
CA Number 1257
Responded By Jackie
Response Date 11/26/2008
Resolution 11/26/2008*

Customer stated that the CA was unable to place a call to Canada through the relay.

Lead CA forwarded information to the technical department. The technical department discovered that the CA did not process the call correctly. CA was counseled and customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 6/27/2008
Record ID 11353
Call Taken By Supervisor
CA Number
Responded By Kyra
Response Date 6/27/2008
Resolution 6/27/2008*

Customer has been receiving harassing telephone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 4/17/2009
Record ID 12367
Call Taken By Supervisor
CA Number
Responded By Deborah
Response Date 4/17/2009
Resolution 4/17/2009*

Officer requested information concerning a harrassing telephone call.

Customer Service explained that if a court order is obtained, then call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 5/18/2009
Record ID 12492
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 5/18/2009
Resolution 5/18/2009*

Officer requested information concerning a harassing telephone call.

Customer Service explained that if a court order is obtained then call information may be released to the Court. Customer understood.

***Service Complaints--
Miscellaneous***

*Inquire Date 9/2/2008
Record ID 11588
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/2/2008
Resolution 9/2/2008*

Customer stated he was dissatisfied with the overall relay service.

Customer Service apologized and attempted to gather information to forward to management. Customer hung up before information was gathered.

***Service Complaints--
Miscellaneous***

*Inquire Date 10/20/2008
Record ID 11725
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 10/20/2008
Resolution 10/20/2008*

Customer stated there has been a decline in the overall quality of service. Customer also requested clarification of her profile.

Customer Service apologized and forwarded information to management. Customer's profile was clarified and customer was notified. Management has implemented several quality building programs in order to improve quality.

***Service Complaints--Poor Vocal
Clarity/Enuciation***

*Inquire Date 6/20/2008
Record ID 11327
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 6/20/2008
Resolution 6/20/2008*

Customer stated that at times CAs are difficult to understand.

Customer Service apologized and stated CAs would be counseled on vocal clarity. Customer was satisfied. CAs were counseled on vocal clarity.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 8/18/2008
Record ID 11512
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 8/18/2008
Resolution

Valley Telecomm Group representative requested information to become a participating provider through the relay.

Customer Service forwarded the request to the technical department. Information was mailed to the provider. As of 5/31/09, Valley Telecomm Group is still not a participating provider through the relay.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 1/22/2009
Record ID 12049
Call Taken By Lead CA
CA Number
Responded By Deborah
Response Date 1/22/2009
Resolution

Customer requested Trinsic as their long distance provider.

Lead CA explained that Trinsic was not a participating provider through the relay and offered an alternate carrier. Customer refused. Customer Service has contacted Trinsic several times to become a participating provider. There has been no further contact from the provider. As of 5/31/09, Trinsic is still not a participating provider through the relay.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 1/23/2009
Record ID 12016
Call Taken By Lead CA
CA Number
Responded By Deborah
Response Date 1/23/2009
Resolution

Customer requested NPG Cable as their long distance provider.

Lead CA explained that NPG Cable was not a participating provider through the relay and offered a profile for an alternate provider. Customer refused. Customer Service has contacted NPG Cable several times to become a participating provider. There has been no further contact from the provider. As of 5/31/09, NPG Cable is still not a participating provider through the relay.

**Technical Complaints--Connect
Time (TTY/Voice)**

Inquire Date 2/16/2009
Record ID 12128
Call Taken By Lead CA
CA Number
Responded By Martina
Response Date 2/16/2009
Resolution 2/16/2009

Customer stated when she receives a call, there is a long delay before she can begin voicing her conversation.

Lead CA offered a profile for an automatic connection to reduce the delay. Profile was implemented and customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 10/7/2008
Record ID 11672
Call Taken By Lead CA
CA Number
Responded By Deborah
Response Date 10/7/2008
Resolution 10/7/2008

Customer stated they were unable to access the relay using the toll free number.

Lead CA verified the number being used and forwarded the information to the technical department. The technical department placed test calls, which were successful. Customer was notified and told to try their call again. There has been no further contact from the customer.

**Technical Complaints--
Miscellaneous**

Inquire Date 10/8/2008
Record ID 11698
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 10/8/2008
Resolution 10/8/2008

Customer stated that they were unable to access the relay using the toll free number.

Customer Service verified the number being used and forwarded the information to the technical department. The technical department placed test calls, which were successful. Customer was notified and told to try their call again. There has been no further contact from the customer.

CapTel--Complaints

Inquire Date 7/7/2008
Record ID 80234
Call Taken By CTI
CA Number
Responded By E.Y.
Response Date 7/7/2008
Resolution 7/7/2008

Customer stated issues with accuracy of captions.

Customer Service apologized and forwarded the information to the Call Center Manager. Customer Service suggested that the customer document the date, time and CA number of any future calls so that we may follow up with the specific CA. Customer understood.

CapTel--Complaints

Inquire Date 10/14/2008
Record ID 90688
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 10/14/2008
Resolution 10/14/2008

Customer stated issues with accuracy of captions.

Customer Service apologized and forwarded the information to the Call Center Manager. Customer Service suggested that the customer document the date, time and CA number of any future calls to allow us to take specific action with the CA. Customer understood.

CapTel--Complaints

Inquire Date 10/22/2008
Record ID 91494
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 10/22/2008
Resolution 10/22/2008

Customer stated issues with accuracy of captions.

Customer Service apologized and forwarded information to the Call Center Manager. Customer Service suggested that the customer document the date, time and CA number of any future calls so that we may follow up with the specific CA. Customer understood.

CapTel--Complaints

Inquire Date 12/4/2008

Record ID 96539

Call Taken By CTI

CA Number

Responded By J.S.

Response Date 12/4/2008

Resolution 12/4/2008

Customer stated issues with accuracy of captions and provided Customer Service with specific call data.

Customer Service apologized and forwarded the information to the Call Center Manager. Details of the incident were shared with the Call Center Management and the appropriate supervisor followed up with the specific CA regarding this matter.

CapTel--Complaints

Inquire Date 3/31/2009

Record ID 111011

Call Taken By CTI

CA Number

Responded By J.R.

Response Date 3/31/2009

Resolution 4/3/2009

Customer stated that there were issues with long distance billing.

Customer Service requested a copy of their bill. Customer Service received the bill, the appropriate action was taken.

CapTel--Complaints

Inquire Date 5/26/2009

Record ID 120826

Call Taken By CTI

CA Number

Responded By T.J.

Response Date 5/26/2009

Resolution 5/27/2009

Customer stated that the captions stopped while they were in the middle of a call.

Customer Service apologized and discovered an issue with the CA's workstation. The modem connection dropped causing the interference of captions in the middle of the call. Customer was notified and satisfied.
